

# Families First – “The Way Ahead”

**Presented by: Charles White, HHGFAA**

# ACRONYM FREE ZONE

DPS

CSS

FRB

CCB

SAT

JSAT

JPMO HHGS

TPR, ECP, SCR

- What is a “Neutral” Score? What affect will it have on you?

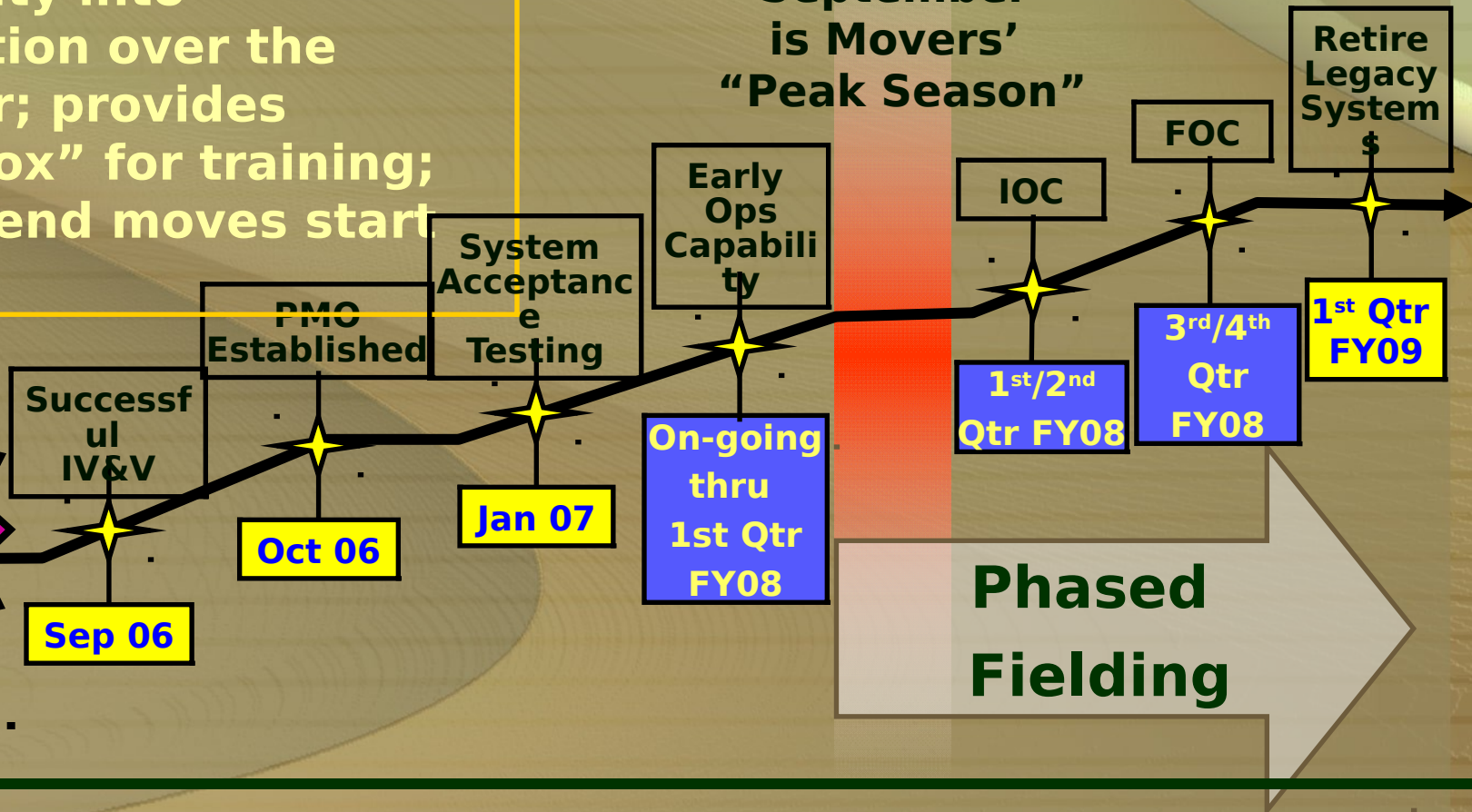


# Timeline

**Mitigation:** spiral capability into production over the summer; provides “sandbox” for training; end-to-end moves start fall ‘07

**May Through September is Movers’ “Peak Season”**

**DPS on DoD Watch List**



# SAT/EOC Sites

ORIGIN GBLOC

INSTALLATION\_NAME

WKAS	EURO THEATER CPPSO
KKFA	JPPSO-COLORADO SPRINGS, CO
HAFC	JPPSO-SAN ANTONIO, TX
BGAC	JOINT PER. PROP. SHIPPING-WA
MLNQ	JPPSO PEARL HARBOR, HAWAII
BKAS	PPSO Ft Bragg, NC
LKNQ	FISC, SAN DIEGO, CA
JENQ	FISC, PUGET SOUND, WA
CNNQ	FISC, JACKSONVILLE, FL
AGFM	JPPSO-NE, CHELMSFORD, MASS
BKMT	MCB, CAMP LEJEUNE, NC
HOAT	USA FIELD ARTILLERY & FT SILL, OK
KPAT	FORT LEAVENWORTH, KS
WFFL	SPANGDAHLEM AB, GERMANY
UCNQ	NAV SUPPORT ACT, NAPLES, ITALY
GKFL	Scott AFB, IL
CLPK	CG ISC, MIAMI, FL
LHNQ	CG ISC, ALAMEDA, CA
ALNT	NAVAL STATION, NEWPORT, RI
QFAC	CAMP ZAMA, JAPAN
MAPS	USCG SUPPORT COMMAND, KODIAK
HOAM	MCALESTER ARMY AMMO PLANT, OK

# Where are we today????

- **JSAT Kicked Off on 24 April 07**

- **Test Problem Report Status\***

- Closed Problem Reports  
(fixed/tested, duplicates, or non-issues) 1133
- Engineering Change Proposals (above baseline) 291
- Open Problem Reports 207
- Total Problem Reports 1631

- **Mitigation**

- Formation of JSAT to regression test throughout the summer
- FRB/CCB: determined/prioritized ECPs for FY07 development

- **Training for DPS**

- Developing ops exercises for user community
- Planning "Spread the word" campaign
- C

**CSS Response Rate Now 16%**

# Customer Satisfaction Survey –TSP

## Validity

Past 12  
months

10 May 06 to 10 May  
07

Domestic  
HHG

Internation  
al HHG

Internation  
al UB

Total Number of  
TSPs Who Have  
Delivered  
Shipments

873

201

64

Number of TSPs  
Meeting or  
Exceeding  
Survey Goal

250

78

16

Percentage

29%

39%

25%



# ETA Registration

- **DPS Production registration**
  - **ETA did not have full list of Trusted Agents (TA)**
- How to Register
  - ETA Login and Password
- First Timer's
  - President/CEO first to register - "TSP Master"
  - Trusted Agents - Primary & Secondary named by President - Single POC for SDDC - responsible for assigning "User Roles"
  - Must have **Dun & Bradstreet Number**
- Registering Additional Systems - Add DPS to existing ETA profile and follow First Timer's instructions

# Defense Personal Property System (DPS)

- TSP User Roles
- TSP Master - Full access
- TSP Admin - assign user roles - read only access to most TSP applications
- TSP Operations Manager - Shipment Management & Reports - accepts/rejects shipments
- TSP Claims - Shipment Management, Reports & Claims
- TSP Quality Assurance - Rates, BVS, Survey, Claims, reports - some “read only”
- TSP Shipping Agent - update shipment specific information through Shipment Management & Reports
- TSP Rate Filing Representative - Rate Filing & Reports
- TSP Billing Representative - Shipment Management, Approvals & Reports (can be internal or external)
- TSP Financial Representative - TSP Quals & Reports
- TSP Insurance Representative - TSP Quals & Reports
- TSP Bond Representative - TSP Quals & Reports



# DPS FOC/FF Phase III

- **Risks/Challenges:**
  - **DPS FOC includes NTS and DPM**
  - **Scheduled for fall '08**
  - **Funding is being sourced for FY08**
    - **Development can only begin after Oct 07**
  - **Received/reviewing Industry comments on Phase III Business Rules**

# What Factors Will Slow the Progress & Where do Problems still exist?

- **DPS System issues - 1400 TPRs coming out of SAT. Will the developer be able to fix all of these in a timely fashion?**
- **SAT - many modules untested since so many problems were identified. Will further testing identify more problems?**
- **Serious problems identified with Rate Filing & Invoicing**
- **What are the TSPs bidding on? Unknowns with the system; how do you incorporate that into a rate, lack of access to training for TSPs and PPSOs.**
- **Still policy issues that TSPs would like to see addressed, i.e. "Rate Reasonableness, etc.**

# Another Key Issue

- **Full Replacement Valuation (FRV)**
  - Direct Claims Settlement
  - International – Oct. 1, 2007
  - Domestic – November 1, 2007
  - DPM & NTS – Guidance coming VERY soon.



The background features a complex, layered design. It includes organic, flowing shapes in shades of olive green and tan, overlaid on a subtle wood grain texture. A dark, irregular shape is visible in the lower-left quadrant. The overall aesthetic is modern and textured.

QUESTIONS???

# Contact Information

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